

TERMS AND CONDITIONS OF SALE

Possession of this catalog does not constitute a firm offer to sell. Prices shown in this catalog are subject to change without notice. Prices shown are list prices and discounts may vary by manufacturer or product line. Please verify your discount on each price page.

Payment Terms of Sale.

Our payment terms are net 10th prox for approved accounts. Past due accounts will be placed on cash terms and are subject to a 2% per month (24% annual rate) service charge. All orders are subject to the approval of our credit department.

A 4% convenience fee will be added to all credit card payments.

Hours of Operation.

Our office hours are from 8:00 am to 5:00 pm Eastern Time Monday through Friday. Our warehouse hours are from 8:00 am to 4:30 pm Monday through Friday.

Sale and Shipment

Our criteria is for sales to approved retail accounts only. We can not deliver to a customer's job site. Consumers who pick up an order must have a signed purchase order from our approved customers location. For your convenience, we request advance notice of all pickup orders.

Delivery

We offer scheduled delivery service to our dealers in our local trading area. We reserve the right to ship orders via UPS or Common Carrier. For material shipped on Monsma trucks following our regular delivery schedule there is a minimum delivery requirement of \$600.00 net. A minimal freight charge will be added to all deliveries. At our customers request we will ship orders of less than \$600.00 via UPS or Common Carrier F.O.B. Grand Rapids, Freight Collect. All shipments must be counted at time of delivery and any discrepancy must be noted on the delivery receipt. Concealed damage must be reported within 48 hours of the receipt of material. Freight charges from the manufacturer for shipments direct to our customers will be added to all invoices. All claims for shortages and damage on direct shipments must be made by our customers with the carrier.

Cancellations and Changes.

Orders for Monsma non-stock special order, or custom size or color products cannot be cancelled or changed after material has been ordered from our suppliers.

Claims – Shortages – Errors – Damaged Materials.

All claims must be noted on both copies of delivery receipt. We cannot assume responsibility for claims after delivery receipt is signed.

Warranties

All warranties are given according to the product manufactures guidelines. No other warranty is expressed or implied.

Monsma Marketing Return Policy

Stock material purchased from Monsma will be accepted when returned for credit subject to the following conditions:

1. Authorization must be obtained from our company representative before the return of material. Return requests must be received in our office at least two days prior to the customer's delivery day for material to be picked up. Our drivers are not permitted to accept material for return without written authorization.
2. Credit will be allowed only on material returned within 90 days of the date of purchase.
3. Material to be returned must be in clean resalable condition in the original resalable packaging and is subject to a final count and inspection once it arrives at our warehouse.
4. The date and invoice number covering the original purchase of material from us must be supplied before authorization for return of such material will be issued. Any RMA may reference material from one invoice only.
5. Credit, when allowed, will be issued at original invoice prices, less a handling charge of 25%, with a minimum charge of \$20.00.
6. Special order items must receive prior approval by your Monsma sales representative and are subject to the Manufacturer's terms and conditions in addition to Monsma's normal handling and return charge.

Occasionally, even after a preliminary inspection at a customer location, we have found that upon processing at our warehouse, material and or packaging is not suitable for resale. In such situations, customers will be provided the option of paying an additional charge to clean/repackage the material, dispose of it, or have it returned to them with no credit issued.

Returns of "job lot" or "special order" products present unique challenges for both our customers and ourselves. This product has typically been subjected to the usual job site hazards that can damage both product and packaging. The material returned by contractors or consumers is often bunched, bundled, or boxed and not inspected. Further, our salesmen are often not available to do an inspection of all of the material prior to a scheduled pickup. Therefore, our office can schedule a return, for the convenience of our customers, subject to inspection upon return to our warehouse.

Contractors and consumers carry the responsibility of the proper handling and care of whatever product they wish to return for credit. Therefore:

☆☆☆We Recommend That You Do Not Issue Credit To Your Customers Until We Have Notified You Of The Amount Of Material That Will Receive Credit From Us☆☆☆

We cannot accept returns, nor allow credit, of any product that we would not be willing to sell back to you or any other customer. Returns of product not suitable for resale will be disposed of or returned freight collect.